REMARKS

Applicants respectfully request further examination and reconsideration in view of the above amendments. Claims 1-13 are rejected. Claims 2 and 6 are cancelled without prejudice. Claims 1, 3-5, 7-10 and 13 are amended herein. New Claims 14-22 have been added. No new matter has been added. Claims 1, 3-5, and 7-22 remain pending in the case.

EXAMINER INTERVIEW SUMMARY

On September 25, 2003, Matthew J. Blecher, Attorney for the Applicants, and Examiner Nguyen participated in a telephonic interview to discuss the rejection of Claims 1-13. Mr. Blecher first explained that a language and dialect as taught in Shaffer are for using different words for presenting the same content, while the claimed embodiments present information in the same language using different speech patterns. Mr. Blecher then explained that Wise teaches presenting information in different voices based on content, while the claimed embodiments of the present invention present information using different speech patterns based on telephone identifying information. Examiner Nguyen indicated that amending the claims to recite limitations identifying these differences would probably overcome the rejections of record. No decision was made as to amending the claims to place the application in a condition for allowance.

CLAIM REJECTIONS - 35 U.S.C. § 102(e)

Claims 1, 3 and 4 stand rejected under 35 U.S.C. §102(e) as being anticipated by United States Patent 6,240,170 by Shaffer et al., hereinafter referred to as the "Shaffer" reference. Applicants have reviewed the cited reference and respectfully submit that the embodiments of the present invention as recited in Claims 1, 3 and 4 are not anticipated by Shaffer in view of the following rationale.

Applicants respectfully direct the Examiner to independent Claim 1 that recites that an embodiment of the present invention is directed to (emphasis added):

A method of using a telephone identifying information to present information over a telephone interface using a first computer, the method comprising:
selecting at least one voice character prosody setting <u>of a language</u> based on the telephone identifying information<u>, wherein the voice character prosody setting comprises a speech pattern selected from a set of speech patterns, wherein a speech pattern identifies an intonation for presenting said language</u>; and
presenting information according to the at least one voice character prosody setting over the telephone interface using the first computer.

Claims 3 and 4 that depend from independent Claim 1 provide further limitations descriptive of the features of the present invention.

Shaffer and the claimed invention are very different. Applicants understand Shaffer to teach a method and apparatus for selecting a language to present information to a user. In particular, Shaffer teaches a method and apparatus for selecting a language based on the location of a phone call or a user's identity. Applicants understand Shaffer to the language to be a collection of words for presenting information to a user using words that the user understands. In other words, the different languages that may be presented in Shaffer use different words to present the same information (e.g., in a language the user understands).

In contrast, embodiments of the claimed invention are directed toward a method of presenting information over a telephone interface using a particular voice character prosody setting comprising a speech pattern identifying intonation for presenting information in a language. Specifically, information is presented in a language using a particular speech pattern. For example, as described in the current specification, callers with speech patterns from a particular region of the country may be presented information in a voice character setting using their speech pattern (page 36, lines 12-15). Furthermore, a voice character setting refers to all aspects of speech pronunciation including speed, volume, pitch, language, voice talent used, actor, characteristics of speech, and/or other prosody values (page 16, lines 21-24.

Applicants respectfully assert that Shaffer in particular does not teach, disclose, or suggest a method of presenting information over a telephone interface according to a voice character prosody setting comprising a speech pattern identifying intonation for presenting information in a language as claimed. Prosody indicates acoustic characteristics of speech, such as intonation, pitch, frequency, loudness or intensity. In contrast, Shaffer discloses a method for presenting information using a selected language. A language refers to a collection of words and how they are grouped together for communication. In particular, Shaffer is limited to selecting a language, and does not teach, disclose, or suggest presenting information according to a voice character prosody setting comprising a speech pattern as claimed.

The language selection of Shaffer as taught is limited to selecting a language from a language database. In particular, Shaffer does not teach, disclose or suggest presenting information based on a voice character prosody setting, such as intonation, speed, volume and/or other prosody values as described in the present application.

Applicants respectfully assert that nowhere does Shaffer teach, disclose or suggest the present invention as recited in independent Claim 1, and that this claim is not anticipated or rendered obvious by the cited reference. Therefore, Applicants respectfully submit that Shaffer also does not teach or suggest the additional claimed features of the present invention as recited in

Claims 3 and 4 that depend from independent Claim 1. Therefore, Applicants respectfully submit that Claims 3 and 4 overcome the rejection under 35 U.S.C. § 102(e), and are in condition for allowance as being dependent on an allowable base claim.

CLAIM REJECTIONS - 35 U.S.C. § 103(a)

Claims 5 and 7-13 are rejected under 35 U.S.C. § 103(a) as being unpatentable over Shaffer in view of United States Patent 5,884,262 by Wise, hereinafter the "Wise" reference. Applicants have reviewed the cited references and respectfully submit that the present invention as recited in Claims 5 and 7-13 are not anticipated nor rendered obvious by Shaffer in view of Wise.

Claims 5 and 7

Claims 5 and 7 are dependent on allowable base Claim 1. Applicants respectfully submit that Claims 5 and 7 overcome the cited art and are patentable under 35 U.S.C. § 103(a) as these claims are dependent on an allowable base claim.

Claims 8-13

Applicants respectfully direct the Examiner to independent Claim 8 that recites that an embodiment of the present invention is directed to (emphasis added):

A computer system supporting user personalized profiles using a telephone identifying information, a telephone interface, and an Internet interface, the computer system comprising:

a database including personalization profiles for a plurality of users, each profile defining preferences for a corresponding user, each personalization profile for personalizing a corresponding user's interactions with the computer system, each personalization profile indicating a voice character prosody setting of a language, wherein the voice character prosody setting comprises a speech pattern selected from a set of speech patterns, wherein a speech pattern identifies an intonation for presenting personalized content using a language;

a server supporting the Internet interface, the server allowing access to, and modification of, the personalization profiles by the corresponding users;

a telephone interface subsystem supporting the telephone interface to receive the telephone identifying information, the telephone interface including a first program code to match the telephone identifying information with a corresponding personalization profile, the telephone interface also including a second program code to provide said personalized content over the telephone interface to a user in the corresponding voice character prosody setting indicated in personalization profile.

Claim 13 recites similar limitations. Claims 9-12 that depend from independent Claim 8 provide further recitations of the features of the present invention.

The cited combination to teach or suggest Claims 8 or 13. As described above, Shaffer does not teach or suggest a computer system supporting user personalized profiles indicating a voice character prosody setting comprising a speech pattern identifying an intonation for presenting personalized content in a language, as claimed. On the contrary, as described above, Shaffer teaches selecting a language for presenting information.

Moreover, the combination of Shaffer and Wise fails to teach or suggest this claim limitation because Wise does not overcome the shortcomings of Shaffer. Wise, alone or in combination with Shaffer, does not show or suggest a computer system supporting user personalized profiles is provided that is configured to provide personalized content over a telephone interface to a user in a voice character prosody setting indicated in a personalization profile, wherein the voice character setting comprises a speech pattern identifying an intonation for presenting the personalized content. As described above, Shaffer teaches a method and apparatus for selecting a language for presenting information.

Wise does not teach or suggest a computer system for providing personalized content over a telephone interface to a user in the corresponding voice character prosody setting comprising a speech pattern identifying an intonation for presenting personalized content, as claimed. On the contrary, Wise teaches a computer network audio access and conversion system. In particular, Applicants understand Wise to teach a system for presenting information in an audio format using different voices based on the contents of the information.

As described in the claimed embodiments of the present invention, a computer system supporting user personalized profiles is provided that is

configured to provide personalized content over a telephone interface to a user

in a voice character prosody setting indicated in a personalization profile,

wherein the voice character setting indicates a speech pattern. Furthermore,

the claimed embodiments recite the limitation of the telephone interface also

including a second program code to provide personalized content over the

telephone interface to a user in the corresponding voice character prosody

setting indicated in personalization profile. As claimed, telephone identifying

information is used to match a personalization profile, wherein the

personalization profile indicates a voice character prosody setting.

In contrast, Wise teaches a system for presenting information over a

telephone, wherein the information may be presented in a different voice based

on the content of the information. Specifically, "depending on the different types

of structures used in the file, information is translated from an audio/visual

format to an audio format and played to the user via the telephone interface"

(col. 2, lines 12-15). Wise describes a number of examples of changing the

voice of presentation based on the formatting or characteristics of the file

accessed (col. 2, lines 18-26). In particular, Applicants respectfully assert that

the different voices as described in Wise (male voice, female voice, contrasting

voice) do not present information using different speech patterns. Furthermore,

Wise describes a system where a voice used to present the information

depends on the format of the information being read.

Applicants respectfully submit that Wise does not teach or suggest a computer system supporting user personalized profiles that is configured to provide personalized content over a telephone interface to a user in a voice character prosody setting comprising a speech pattern indicated in a personalization profile as claimed. In particular, the system as taught in Wise does not change a speech pattern used for presenting information based on a personalization profile. On the contrary, by teaching a system where the content of the information presented determines the voice character used in presenting the information, Wise teaches away from such a configuration. In view of the claim limitation of a computer system configured to provide personalized content over the telephone interface to a user in the corresponding voice character prosody setting not being shown or suggested in Wise, in combination with the above arguments, Applicants respectfully submit that independent Claims 8 and 13 overcome the cited references and are therefore allowable over the combination of Shaffer and Wise.

Therefore, Applicants respectfully submit the combination of Shaffer and Wise also does not teach or suggest the additional claimed features of the present invention as recited in Claims 9-12 that are dependent on allowable base Claim 8. Applicants respectfully submit that Claims 9-12 overcome the rejection under 35 U.S.C. § 103(a), as these claims are dependent on allowable base claims.

CONCLUSION

In light of the above remarks, Applicants respectfully request reconsideration of the rejected claims. Based on the arguments presented above, Applicants respectfully assert that Claims 1, 3-5 and 7-13 overcome the rejections of record and, therefore, Applicants respectfully solicit allowance of these Claims.
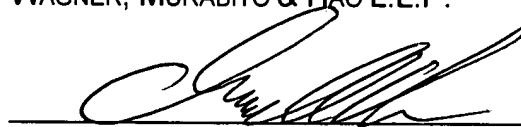
The Examiner is invited to contact Applicants' undersigned representative if the Examiner believes such action would expedite resolution of the present Application.

Please charge our deposit account No. 23-0085 for any unpaid fees.

Respectfully submitted,

WAGNER, MURABITO & HAO L.L.P.

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